



# Advisory Board Charter

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## 1 Purpose and Objective

The purpose of the Houston Permitting Center (HPC) Advisory Board (Board) is to advise HPC Leadership regarding programs, policies, and procedures, as needed, specifically to include overall service delivery, enhanced customer focus, and increased accountability. The Board is a source of insight about customer issues and concerns, product development needs, emerging industry trends, and service requirements.

### 1.1 General Powers and Duties

The function of the Board is solely advisory. Members shall have no statutory authority to directly affect or intervene in the operation of HPC or its tenants. The proposed duties are limited to the provision of advice and recommendations to the Executive Director of HPC and to the Leadership Committee.

1. Identifying and discussing customer issues and concerns
2. Evaluating and recommending customer service goals
3. Evaluating and assessing on-going operations for efficiency and effectiveness
4. Recommending program, policy, or procedure changes as needed

In rendering advice, the Board shall have no obligation to conduct any individual research or evaluation and shall be provided sufficient facts and information by HPC so that they can offer useful recommendations.

### 1.2 Expectations

Individuals who participate on the Board are expected to:

- Facilitate and keep strong networking relationships
- Be articulate about issues and needs of the broader constituents they represent
- Actively discuss and participate in decision making during meetings
- Review meeting materials that are sent out prior to meetings
- Attend at least 75 percent of meetings
- Participate in information sharing and other dialogue in the interim between meetings
- Commit to serve for up to two years

## 2 Meeting Time and Location

The Board shall meet once quarterly at HPC, located at 1002 Washington Avenue. Documentation and proceedings of meetings shall be made available to all Board members and to the Leadership Committee.

If technology permits, members may participate in a meeting by conference call or by other electronic media. Participation by these media will constitute presence in-person to the extent that discussion and interaction are not hampered. A quorum shall be defined as a simple majority of board members.

### 3 Composition

The Board will be comprised of 14 members (13 volunteers and the HPC Executive Director).

Volunteer members will serve two-year staggered terms, with seven members appointed for two years and six members appointed for one year during the initial establishment of the Board. Members will be limited to three consecutive terms. Membership is strictly voluntary. There will be no compensation for service, monetary or otherwise.

#### 3.1 Positions

The Board shall broadly reflect the customer base HPC business units currently serve. Should business units change at HPC, the following positions may be amended.

<b>Administration and Regulatory Affairs (ARA) Business Units</b>	
Position 1	a person actively engaged in the business of vehicles for hire
Position 2	a person actively engaged in the operation of restaurants
Position 3	a person actively engaged in the business of retail sales
<b>Houston Fire Department (HFD) Business Units</b>	
Position 4	a person actively engaged in the sales or installation of fire protection and/or detection equipment
<b>Houston Police Department (HPD) Business Units</b>	
Position 5	a person actively engaged in the business of auto repair, body shops, parts sales, or auto sales
Position 6	a person actively engaged in the business of wreckers, storage lots, or parking lots
<b>Parks and Recreation (PR) Business Units</b>	
Position 7	a person actively engaged in community parks and recreation activity
<b>Public Works and Engineering (PWE) Business Units</b>	
Position 8	a professional engineer registered as such under the laws of the State of Texas who shall be actively engaged in practice as a structural, mechanical, or civil engineer, or an architect registered as such under the laws of the State of Texas
Position 9	a person actively engaged in the business of sign sales or installation
Position 10	a person actively engaged in the business of structural, mechanical, plumbing, or electrical trade
Position 11	a person actively engaged in the management or operation of commercial or industrial properties or facilities
<b>Non-specific Business Units</b>	
Position 12	a person actively engaged in the business of permit services or consulting
Position 13	a person actively engaged in the business of customer service

A position that becomes vacant through a member's death, disqualification, resignation, or removal from the Board shall be filled by an individual selected by the Leadership Committee for the unexpired portion of the vacating member's term. If the unexpired portion is for more than one year, it shall constitute a full term and count towards the replacement member's term limit.

The Leadership Committee may remove any Board member for failure to attend meetings or for misconduct.

### **3.1.1 Qualifications**

Each nominee shall:

- Not hold a contract with the City of Houston
- Have sufficient and adequate experience in their respective business, service, or trade
- Hold no political office
- Not be an employee of the City of Houston (i.e. full-time, part-time, or contract)
- Not be required to be a resident of the City of Houston, although it is preferred

### **3.1.2 Nomination and Approval Process**

The Leadership Committee shall identify and invite individuals to apply for open positions. Each candidate is responsible for submitting any background materials, such as bios, resumes, and references, as required or requested by the Leadership Committee.

The Leadership Committee will review the applicants and nominate individuals to the open positions. The review may include an interview either in person or by phone. All nominated applicants will be sent invitations to join the Board. The nominees must formally accept their offer.

The selection of nominees shall be open record and may include background material justifying their selection to the Board. Further board member shall disclose any conflicts of interest. Statements shall be made available to the public on HPC's website.

## **3.2 Additional Stakeholders**

Additional stakeholders not identified above may serve as Ex Officio members of the Board. Ex Officio members are full members except that they cannot vote on charter amendments. Ex Officio members must be sponsored by a Board member and be confirmed by a majority vote of the membership.

## **3.3 Board Chairperson**

The Board shall select a Chairperson from among the volunteer members and will serve for one year. The Chairperson may be reappointed. The Chairperson is responsible for leadership and coordination of Board activities. The Chairperson is expected to attend all meetings.

## **3.4 Customer Ombudsman**

The Board shall select a Customer Ombudsman from among its members. A Customer Ombudsman is defined as a Board representative who acts as an intermediary or liaison on broad concerns or issues that rise above the level of routine customer complaints. The Ombudsman will not be engaged in the handling of individual customer complaints. Such complaints will be handled by the appropriate business unit.

#### **4 Process to Amend Charter**

Amendments to the charter may be made by a two-thirds majority vote during a meeting of a quorum of members. Amendments must be submitted in writing to the Chairperson. Amendments are presented to the members at the first meeting after the Chairperson is in receipt of the changes. Voting will take place at the meeting following the presentation.